

**CATAWBA HOSPITAL
CATAWBA, VIRGINIA**

JANUARY 17, 2013

**MEDICAL TRANSCRIPTION SERVICES, IFB #724-13030-2
QUESTIONS AND ANSWERS #3**

The following questions pertain to the above listed invitation for bid for Medical Transcription Service to Catawba Hospital:

QUESTION:

How many copies of the bid do you need?

ANSWER:

Just one.

QUESTION:

For stat files, are we expected to respond to those requests 24 hours a day or within specific working hours only (9 a.m. to 5 p.m., etc.)

ANSWER:

As stated in the IFB under Scope of Work, you would be expected to provide the transcription within 2 hours of dictation.

QUESTION:

How many dictating clinicians do you have and do you have a big change over?

ANSWER:

6 and no.

QUESTION:

Who is the current vendor, what is the current per line price and how long have they had the contract?

ANSWER:

Iridium has had the contract for 5 years.

QUESTION:

Can you provide demographics/patient schedule electronically?

ANSWER:

Yes

QUESTION:

What EMR/EHR does Catawba Hospital use?

ANSWER:

We are not slated for EHR until 2014.

QUESTION:

All work connected with this contract will be performed in a secure environment which can be monitored and/or “audited” by the contractor and/or Catawba Hospital. Catawba Hospital maintains the right to conduct periodic onsite visits/reviews to ensure compliance with contract specifications and procedures.

The Contractor must perform all work in a secure facility (facilities) which ensures confidentiality of all reports and which will enable both State and Federal representatives to observe and audit the work being done. The Contractor must have a plan in place to safeguard confidentiality.

[Our MTSO uses independent contractor (IC) to complete transcriptions that are all within the United States. The IC's working with us is experienced medical transcriptionist with a minimum of 5 years of experience. These independent contractors sign a Business Associate Agreement with our MTSO for purposes of HIPAA-compliance and confidentiality. Does this disqualify the MTSO's which use independent contractors?]

ANSWER:

No

QUESTION:

Contractor shall provide one separate central dictation system that is continuously accessible 24 hours a day, seven days a week, for the exclusive use for dictation generated by Catawba Hospital. [Please explain this part about the separate central dictation system.]

ANSWER:

We do not want to compete with other clients for the use of the system.

QUESTION:

The digital recording system shall have the capability for system prompts. [In-Touch can prompt for Patient ID, Location, Document Type, and record the name of the Attending. Each prompt can be enabled or disabled. What other prompts are needed?]

ANSWER:

I believe that will be all that is needed, but I would have to consult with medical records office.

QUESTION:

Central recorders on these lines shall have an announcement device on each unit with a recorded message informing dictators of the data required for the report based on the samples attached to this IFB (*Attachment B*). [Please explain in detail on what the announcements should be?]

ANSWER:

Admission History, Discharge Summary, etc.

QUESTION:

The Contractor must have the capability to allow for Catawba Hospital website or a comparable alternative for electronic transmission of reports to allow providers to access, review, and edit transcribed reports. The Contractor agrees to use the Catawba Hospital website at Catawba Hospital's request. [Please explain in detail or how to satisfy this?]

ANSWER:

Right now, the system is setup to dump information into Acuity (in-house web-based program). You will have to have a means for us to go out and pull the transcription from your system into our software.

QUESTION:

STAT service shall be available when needed and shall be available within two (2) hours of dictation. [How many STAT's are done on a monthly basis? What constitutes a STAT?]

ANSWER:

Very few, from time to time. There has been an occasion when it was necessary to immediately have the report. This is in the scope of services just in case it is needed.

QUESTION:

Contractor shall contact the HIM office of Catawba Hospital for clarification of missing or incomplete identifying information, such as a patient's name, Social Security number, physician's name or address, etc. The Contractor shall be responsible for all costs associated with these calls. [How does this happen? How often does this happen on a monthly basis]

ANSWER:

The transcription company will be given the name of the medical records person that will receive and review all transcription. Our physicians speak very clear therefore, it doesn't happen too often.

QUESTION:

What do you want the MTSO to do when a dictation is not audible/incomplete dictation ends abruptly?

ANSWER:

They need to contact the Medical records department of problem so we can address it with the physician.

QUESTION:

Do you have an electronic referring physicians list?

ANSWER:

No. We only have 6 attending physicians who will be dictating.

QUESTION:

On each document type, do the clinicians dictate each and every heading(s)? If not, can we remove the heading(s)?

ANSWER:

Doctors will dictate the headings.

QUESTION:

All work connected with this contract will be performed within the United States of America. No information obtained in connection with this contract will be transmitted electronically or by any other means outside the United States of America.

Base on this, we would like to know how you know for sure that the work is NOT being sent/taped outside of the US when a company states on their website "If you require that all Transcription services be "Onshore only" (prepared in the USA entirely), we can arrange for all the work to be performed from our offices in Pennsylvania."?

ANSWER:

Through the use of audit and on-site visits by Catawba Hospital. We will also check references to see if they have issues with the information going overseas.

QUESTION:

Was this a requirement on the last contract?

ANSWER:

No, it was not and that's why it is now.

QUESTION:

Does the current vendor have any special qualifications and/or approvals that will prohibit or restrict any new vendor from winning this contract?

ANSWER:

No

QUESTION:

How is the demographic information received?

ANSWER:

We can send electronically.

QUESTION:

Is all transcription work outsourced?

ANSWER:

No, just the medical provided by the physicians.

QUESTION:

Is there anyone who types documents internally?

ANSWER:

Not for the medical records.

QUESTION:

Are there Stat Reports? If so what is the turnaround time?

ANSWER:

From time to time, but not very often. 2 hours.

QUESTION:

Can the names of employees be provided when the contract is awarded?

ANSWER:

Yes

QUESTION:

Can you confirm the number of total lines is 8,000 per month? This number seems quite low for a 100 bed hospital.

ANSWER:

We are strictly mental health. We have 6 physicians that dictate, so yes the 8,000 line per month is very accurate.

QUESTION:

Can you tell me the total number of reports by report type dictated per month?

ANSWER:

- 1.1 Admission History **approximately 15 per month**
- 1.2 Discharge Summary **approximately 15 per month**
- 1.3 Admission/Discharge Summary **approximately 15 per month**
- 1.4 Death Summary **about 1 every 6 months or so**
- 1.5 Transfer Summary **approximately 3-4 per month.**